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The Airtimes is a quarterly newsletter for sharing updates with our partners, neighbors and stakeholders.

Our mission: To provide for the safe movement of people and goods, and the delivery of State services.

Northern Air Cargo *Teamwork That Delivers*

Since 1956 Northern Air Cargo has been providing first-class air freight service to and from rural Alaska. The key to Northern Air Cargo's success, both historically and in the future, lies with its employees. The company embraces the motto "Teamwork That Delivers". A substantial number of NAC's 320 employees have been with the company for 15 to 30 years. In 2008, NAC inducted more than two dozen past and current employees into the "Flying N Club." This group is made of employees who have worked at NAC for 20 years or more. "They really are our pride and joy", said David Karp, NAC's President & Chief Operating Officer. "We can have the best equipment in the world, but without the talent to make things work, we have nothing."

Today NAC and its subsidiaries are growing to meet the needs of the Alaskan marketplace through general and chartered jet service. Northern Air Maintenance Services is a Part 145 repair station servicing 737's, and Northern Air Aviation Services is a division of NAMS which offers ground services for a variety of airlines. Both have been hugely successful in helping NAC expand beyond its original boundaries. NAC General Service offers everything from small package service to oversized freight. Last year NAC opened new offices in Bethel and Deadhorse, which join Anchorage and Fairbanks as the newest all-NAC stations.

NAC's history is a fascinating chapter of Alaska's aviation storybook. In 1956, a partnership was formed between Bobby Sholton and Maurice Carlton to fly outsized cargo throughout Alaska in two C-82 "Flying Boxcars". In 1969, the company acquired its first DC-6, the aircraft that became the backbone of NAC's operations. Recently NAC transitioned its fleet from Douglas DC-6 aircraft to Boeing 737-200 jets. With its new all-cargo 737's, NAC will continue to provide service to all scheduled markets except Emmonak, due to its runway limitations. "It is with a heavy heart that we say goodbye to the last of our DC-6 fleet, but costs have made them difficult to operate economically", said David Karp. NAC intends to donate one of the aircraft to the Alaska Aviation Heritage Museum to be placed on exhibit in honor of its service to the communities of rural Alaska.



NAC new cargo 737-200

Meet ACVB's Visitor Information Center Staff

The Anchorage Convention & Visitors Bureau (ACVB), in conjunction with the Ted Stevens Anchorage International Airport, knows that visitors to Alaska will have a better travel experience in Anchorage if they are greeted by knowledgeable, friendly people with a welcoming smile.

ACVB has three Visitor Information Centers (VIC) at the Airport staffed by 46 volunteers and staff, to offer travelers a convenient place to find information about Anchorage and the surrounding areas. The VIC's offer brochures, maps and directions along with information on sightseeing, dining and other area attractions. The volunteers and staff are available to answer general Airport questions and assist in any way possible, and they receive questions of every kind. Some of their favorites include: "How long does it take to drive to Sitka?" and "Where can I exchange currency?" No matter the question, the volunteers and staff are always ready with an answer and a smile.

The three centers are staffed throughout the week and are self-service during off hours. Visitor Information Centers are located at the South Terminal near Alaska Airlines baggage claim, where domestic flights are greeted; in the North Terminal lobby; and in the North Terminal secure area, greeting travelers on layovers in Anchorage.

The volunteers and staff are an essential part of the services offered at the Ted Stevens Anchorage International Airport. Airport volunteers and staff provide a touch of true Alaskan hospitality to welcome traveling guests to Alaska.

Visitor center volunteers and staff are always ready with an answer and a smile.



The 4th Annual *Customer Service Awards Ceremony*

The 4th Annual Customer Service Awards Ceremony was held at the South Terminal and recognized 32 "Stars" of the Airport's Customer Service Program. This very successful program, formed in 2004, is a partnership between the Airport and Airport businesses to ensure that all travelers and customers receive excellent customer service.

There are 21 Airport businesses supporting the program: Alaska Airlines, Northwest, Continental, Frontier Flying Service, PenAir, Delta, FedEx, Grant Aviation, Hudson News Group, Sourdough Mercantile, Mosquito Books, InMotion, Mooselaneous, HMS Host, BP/ConocoPhillips Shared Services, Enterprise Car Rental, Republic Parking, Era Aviation, Dollar Rent A Car, Thrifty Car Rental and the Anchorage Convention & Visitor's Bureau.

Congratulations to all recipients of the Customer Service Star Award, and a big "thank you" to the Airport businesses that have supported this program with annual donations and prizes for the awards ceremony. And a special "thank you" to friends of the Airport for their contributions: Rust's Flying Service, Princess Tours, Sourdough Mining Company, McGinley's Pub, Northern Air Cargo and the Alaska Aviation Heritage Museum.



TSAIA Customer Service Program "Star" award employees.



FedEx team members pull a NAC 737-200 cargo plane.
© Oscar Avellaneda



Stephanie Holthaus cheering with the Alta Air Team.
© Oscar Avellaneda

Big Brothers Big Sisters 2nd Annual *Plane Pull*

The Big Brothers Big Sisters (BBBS) Second Annual Plane Pull was held at the Airport on Saturday, September 13. More than 500 people came to the FedEx Hanger to watch teams of 20 participants pull a NAC 737 cargo plane 12 feet. This event raised more than \$21,000 to benefit BBBS of Alaska. The 12 participating teams included Alta Air Logistics, Northern Air Cargo, FedEx, Everts Air Cargo, Lynden Air Cargo and UPS. The fastest pull times were UPS (7.53 seconds), FedEx (7.80 seconds), and Everts Air Cargo (7.81 seconds).

The Alaska Sports Hall of Fame

The Alaska Sports Hall of Fame inductee display in the South Terminal was presented to the public on Thursday, September 25. Legendary musher and charter inductee George Attla, the "Huslia Hustler", cut the ribbon at the ceremony to present the display. "Thanks to our partnership with the Airport and the support of our generous sponsors, the Hall will now have a home. Alaskans and visitors to the state will be able to appropriately appreciate and honor the great people, moments and events in Alaskan sports history", said Alaska Sports Hall of Fame President Harlow Robinson in his thank you to the Airport. The hall can be accessed from the first floor of the South Terminal close to the entrance to the Airport parking garage.



George Attla, the "Huslia Hustler," and Chris Myers from the Alaska Sports Hall of Fame at the opening ceremony for the display.



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What's New: UPS Flight Training Facility



UPS's 747-400 flight simulator

UPS has opened its newest flight training facility, a 27,000 square-foot center that will reduce Anchorage-based pilots' time spent away from home for training. The Anchorage Flight Training Facility was built in a converted hangar located at the south end of the Ted Stevens Anchorage International Airport. It houses UPS' only 747-400 flight simulator along with its second MD-11 simulator. Both of these aircraft are used to provide the long-range international lift necessary for UPS to maintain its global reach. "Anchorage is ideally positioned to be our gateway to Asia," said UPS Airline President Bob Lekites. "With growing small package and freight volume and expanding services in that region, we are excited about the potential continued growth in this city."

"The addition of this state-of-the-art flight training facility and UPS' establishment of a pilot domicile last year in Anchorage is great news for the industry, our community, the Alaska International Airports system, and our state as a whole," said Deputy Commissioner of Aviation Christine Klein.